



Department of Justice  
Canada

Ministère de la Justice  
Canada

## WORK DESCRIPTION

### Senior Labour Relations Advisor

20224

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**Department:** Department of Justice  
**Section:**  
**Division:** Labour Relations and Compensation  
**Branch:** Human Resources and Professional Development Directorate  
**Geographic location:** Ottawa (ON)  
**Security clearance:** Enhanced reliability  
**Language requirements:** Bilingual: BBB / BBB  
**Departmental use:** PE 04

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**Immediate supervisor:** Chief, Labour Relations (8570)

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**Version:** Final **Date last updated:** 2009-11-23

**Classification:**

**Effective Date of Decision:**

**Model identifier:**

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## Client-Service Results

Corporate labour relations policy, program delivery, advisory, training and monitoring services to management and Human Resources (HR) Advisors at headquarters and in the regions.

Centre of labour relations expertise for HR Advisors and Managers.

Labour Relations operational services to DOJ management.

## Key Activities

- Provides labour relations advice on legislation, policies and procedures to senior managers and HR Advisors nationally when issues become politically sensitive or precedent setting.

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- Leads the development and monitoring of national Labour Relations policies, procedures and training.
- Assesses, researches and evaluates from a multi-disciplinary and departmental perspective, various complex Labour Relations issues and sensitive cases files and writes documents for Senior Managers, Assistant Deputy Ministers (ADM's), Assistant Deputy Attorney Generals (ADAG's), Associate Deputy Ministers and the Deputy Minister containing analysis and recommendations for decision.
- Leads the administration of internal and external labour relations redress functions.
- Leads the Department's national labour management consultation processes – the quarterly consultation meeting with bargaining agent representatives, ongoing national consultation meeting and regional LMCC meetings in the NCR and monitors regional and local consultation meetings.
- Leads the Department's national strike contingency planning and monitoring programs.
- Leads the Department's input to collective bargaining negotiations and monitors the interpretation of collective agreements to ensure their consistent application nationally.
- Leads the Department's input into the Essential Services Agreement process to ensure the safety and security of the public.
- Leads the Department's Exclusions Process.

**Employee's statement:**

I have been given the opportunity to comment on this work description.

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Employee's signature

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Date

**Supervisor's statement:**

This work description accurately describes the activities and demands of the position.

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Supervisor's signature

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Date

**Authorization:**

C. hananbawee'

Manager's signature

July 9, 2013

Date

## Work Characteristics

### *Responsibility*

#### **(1) Information for the Use of Others**

Provides specialist advice and recommendations to seniors managers directly on complex and/or politically sensitive Labour Relations issues including collective agreement interpretation, discipline, performance management and discrimination. Decisions impact on employees directly and may result in employees exercising their right of redress. Decisions may have an impact at sectorial, regional and departmental levels by setting precedents and affecting labour management relations.

Prepares information to inform senior managers, including the Deputy Minister and HR Advisors on national requirements relating to strike contingency planning and prepares strike monitoring reports for TBS. Provides specialist advice to senior managers and HR Advisors on strike management to ensure consistency when actions are national in scope, with potential impact on the Department or the public service.

Informs Treasury Board Secretariat (TBS) negotiators of the Department's recommendations for changes to collective agreements for inclusion in the Employer proposals at the bargaining table and of the implications for the Department of proposed changes to collective agreements; collective agreements which result from negotiations impact on the Department's budget and managements' rights, especially at those bargaining tables where the Department has a major interest and is a member of bargaining teams.

Explains the application of and interprets collective agreements, LR policies, legislation and practices to senior managers and HR Advisors and provides reports, summaries and position papers to senior managers for decision-making purposes.

Provides advice and writes reports to prepare managers and the Deputy Minister grievance hearing at all 3 levels of the Departmental Grievance Process. This information is used by senior managers to analyse the circumstances surrounding the hearing and make decisions regarding corrective action.

Researches and obtains supplementary information following grievance hearings to prepare comprehensive responses to grievances, with formal recommendations. Prepares documentation for the signature of the grievance step officer. Information is used to make final and binding decisions in conjunction with findings at hearings and to facilitate problem solving.

Writes management investigation reports and provides information to outside investigators hired to investigate discipline or other labour relations matter. This information is used by management to analyse investigative findings, consider recommendations and ultimately make decisions affecting employees. Information is also used by third parties where management's decision is disputed.

Advises union representatives/lawyers of proposed actions and of the Department's position regarding grievance hearings. Information may have an unfavourable impact on employees. Information allows union representatives/lawyers to determine strategies and to decide whether or not cases will be referred to a third party for review.

Writes rationales for Senior Managers, Assistant Deputy Ministers (ADM's), Assistant Deputy Attorney Generals (ADAG's), Associate Deputy Ministers and the Deputy Minister or HR Advisors to explain and determine the merits of cases for third party review.

Prepares the Department's position and represents the Department at Public Service Labour Relations Board hearings, the National Joint Council, during court and legal proceedings. This involves developing the Department's position, preparing evidence for examination and cross examination, conducting research, identifying jurisprudence, and presenting cases. Information is used by judges, investigators and adjudicators to make findings and to render decisions which constitute jurisprudence.

Prepares agenda items in consultation with union participants and senior managers for the Department's national, labour management consultation meeting chaired by the Deputy Minister and for regional labour management consultation committee meetings for the NCR which are chaired by an ADM or ADAG and the meeting is also attended by SDC/ADC members and national union presidents and departmental union representatives. The information prepares the Deputy Minister and ADM/ADAG for the meeting by providing a briefing book to guide the discussion during the meeting and respond to general and specific questions raised.

Prepares information for the direct release to applicants and third parties pursuant to informal requests for access to information and makes recommendations to the Access to Information and Privacy (ATIP) office when formal requests for access to Labour Relations files are received. This involves identifying information for disclosure and exemption in accordance with the provisions of the Access to Information and Privacy Acts. Incorrect decisions and recommendations to either release or disclose information may result in complaints.

## **(2) Well-Being of Individuals**

No Specific requirement.

## **(3) Leadership of Human Resources**

Leads the development and design of courses and information sessions for HR Advisors, managers and employees on LR topics. This involves establishing terms of reference with time frames and project milestones, co-ordinating, scheduling and monitoring the work of project teams and consultants. Information sessions and courses may be delivered nationally.

Designs and delivers training and information sessions for HR Advisors, managers and employees to enhance skills in areas such as Strike Contingency Planning and Management, Collective Agreement Application and Interpretation, Management and Employee Rights and to promote new initiatives such as, Managing Employees with Performance Problems, etc.

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Leads project teams, establishes time-frames and provides guidance and expertise to other HR Advisors (strike contingency planning, framework for labour management consultation processes).

Tutors and coaches trainees throughout a LR development program to enhance departmental specialist expertise.

As a member of a collective bargaining team, coaches management representatives to ensure that the Department's views are clearly expressed and understood at the bargaining table where the Department is a major player.

Establishes terms of reference which specify time frames and deliverables, schedules, monitors and evaluates the work of contractors and who conduct training, mediation and investigations on behalf of the Department.

Leads the case management of LR files to ensure that difficult situations and sensitive subject matter are addressed with professionalism, respect, impartiality and fairness. The exercise of leadership is essential to ensuring that issues are effectively addressed in emotionally charged, conflict situations.

Participates as a team member on multi-disciplinary HR teams to provide the LR perspective and input. Examples of teams include: Work force Adjustment, Internet Usage, Alternative Service Delivery, Flexible Working Arrangements, Office Accommodation.

#### **(4) Money**

##### **PLANNING & CONTROLLING MONEY**

Prepares financial forecasts and monitors budgets relating to LR initiatives such as training, publication of informational materials for managers and employees, the development of electronic tools to provide managers and HR Advisors with timely and accurate information on collective bargaining and strike preparedness. Responsibilities also include soliciting requests for proposals from consultants, evaluating proposals, monitoring budgets and expenditures to ensure quality products are delivered according to requirements.

Prepares financial forecasts and manages budgets for contracts in relation to mediation investigations. This requires negotiating with and obtaining funds for contracts from client branches, soliciting and evaluating proposals from consultants, and monitoring expenditures to ensure quality products are delivered according to requirements.

Prepares proposals and develops mandates on behalf of the Department for negotiating financial settlements through Memoranda of Agreement with employees to resolve employment related conflicts, grievances, complaints, etc.

#### ACQUIRING FUNDS

Not applicable

#### SPENDING FUNDS

Verifies that goods and services have been received, e.g. contract staff, training material, etc. and recommends payment of invoices.

Uses government credit cards when spending approved funds to pay hotel and meals while on travel status in accordance with government travel regulations. Spends money in the form of taxi chits.

### **(5) Physical Assets and Products**

Maintains custody of protected documents in the form of grievance and case files, and evidence. Files contain evidence and personal information which may be used in presenting cases for review by third parties. Some information cannot be replaced.

Uses and maintains computer, software, office supplies, furniture, equipment and LR reference materials for use in own work. Items are easy to replace.

Arranges for and uses conference facilities, audio-visual equipment and training supplies when giving courses and presentations. Items are easy to replace but may be expensive.

### **(6) Ensuring Compliance**

Leads reviews of the interpretation, recommendations and application of collective agreements within the Department. Identifies deficiencies and recommends corrective measures to managers and HR Advisors. The impact of non-compliance may affect the Department and the public service in terms of the requirement to fulfil contractual arrangements and may result in the result in the exercise of redress processes by employees.

Participates in mediation sessions to resolve conflicts and reach mutually acceptable agreements between parties. Processes follow SDR principles within the terms of reference agreed to by the parties. This involves ensuring compliance with: ADR principles, established terms of reference and terms of settlement. Non-compliance at any stage in the process may jeopardize a successful outcome. The consequences of non-compliance are detrimental to the Department. For example, non-compliance results in increased administrative and financial costs associated with further redress, the establishment of unfavourable precedents, a deterioration in workplace morale and productivity and the compromise of effective union-management partnerships.

Monitors compliance with the TBS policy on strike contingency planning and reporting.

## *Skills*

### **(7) Job Content Knowledge**

#### **1 – HUMAN RESOURCES AND LABOUR RELATIONS**

Principles and practices relating to natural justice. Employee rights and entitlements, management rights, bargaining agent rights, human rights, exclusions and essential services agreements, administrative investigations, discipline, conflict of interests, grievances and grievance procedures, collective bargaining, collective agreement language and interpretation, conflict resolution, harassment and discrimination. Knowledge is used to: analyze complex and sensitive LR matters, problem solve; formulate recommendations on principles and practices; explain principles and practices to clients (managers, employees and HR Advisors); prepare interpretations, provide training; and develop relevant policies, procedures and practices.

Principles relating to human resource management theories and principles; other HR disciplines such as compensation, staffing and classification and their interrelationship with labour management relations. Knowledge is used to collaborate with other disciplines on new initiatives (e.g., strategies for labour management consultation and labour relations and classification grievance processes.

Trends and developments relating to subjects such as wrongful dismissal, stress, discipline, terms and conditions of employment, harassment, workers' compensation issues, human rights, gender equity, employment settlements, disability and health issues in both the public and private sector in order to formulate appropriate recommendations and increase expertise of HR Advisors and managers.

#### **2 – POLICY/PROGRAM DEVELOPMENT & INTERPRETATION**

Skills in the interpretation and application of legislation, standards and precedents, collective agreements, exclusions, terms and conditions of employment, as well as skills in observation, analysis and problem solving, to develop departmental, monitoring and training programs, lead investigations and enquiries and advise managers on complaints and other labour relations matters.

Skill in the analysis of new and/or proposed legislation, policies and programs and to assess the implications associated with their implementation, to recommend appropriate courses of action, evaluate results of implementation and monitor compliance.

Knowledge of legal research and interpretation strategies, methods and techniques and legal terminology to review and assess collective agreements and applicable statutes, policies and labour jurisprudence regarding the administration of Government of Canada employees.

### 3 – PROJECT MANAGEMENT / PROBLEM SOLVING

Conceptual thinking, analysis, problem solving and interviewing techniques to identify underlying and contentious issues within the information presented by clients in order to formulate appropriate recommendations for HR Advisors and managers and to develop departmental directives.

Qualitative research and report writing techniques used to draft reports, policies and procedures, briefing notes, grievance replies, notices of discipline, interpretations and responses to complaints. Written documents may be subject to scrutiny by third parties (Public Service Labour Relations, Public Service Commission, Courts).

ADR and conflict resolution techniques to apply in sensitive and contentious situations with employees and between parties in dispute.

Investigation techniques in order to conduct management, grievance and disciplinary investigations.

Research and evaluation techniques to carryout monitoring activities.

Training and presentation techniques to design and deliver training, presentations and information sessions.

### **(8) Contextual Knowledge**

Own Work Unit:

The work requires knowledge of the organization and services provided by the unit and the resources and expertise available to identify resources and best course of action for projects. Knowledge of the unit's objectives and client service standards is needed to ensure that an adequate level of service is provided.

The work requires knowledge of the mission, mandate, culture, programs and priorities of the Department. Knowledge of the organizations, structure, key players, reporting relationships, program linkages and demographics is needed to: seek advice and provide appropriate advice on solving problems with impacts on different organizations, promote labour management relationships; develop policies and practices and formulate recommendations, and make appropriate contributions to collective bargaining.

Other Government Departments of Agencies:

The work requires knowledge of the mandate, structure and key players in the HR area of the Treasury Board Secretariat, the Public Service Commission, the Canadian Human Rights Commission, Office of the Chief Human Resources, Justice Canada, the Public Service Labour Relations Board, and the National Joint Council to seek information, support and clarification on an ongoing basis. This knowledge is necessary to increase expertise, ensure that the Department

is effectively represented during collective bargaining and throughout cases involving third party review, as well as to increase expertise and adapt work to the cultures of various players.

The work requires knowledge of TBS labour relations policies and other departments' LR policies and practices to identify and adapt policies and practices to improve the Department's LR program, and determine the impact of other departments' policies and practices on the Department of Justice Canada.

Canadian Private and Other Public Sectors:

The work requires knowledge of bargaining agent, their organizations and officials. This knowledge is needed to maintain consultation, partnerships, and collaborations with a view to enhancing the success of HR initiatives and addressing issues of mutual interest.

Contracting processes and procedures to ensure that terms of reference are thorough and that contracts are prepared in compliance with the Department's requirements.

## **(9) Communication**

Communication In:

The ability to interpret and understand the implicit component of communications is needed to obtain clear, accurate information in conflict situations when individuals are angry and not expressing their views openly. Such information is communicated during meeting, fact-finding interviews, grievance hearings; labour management consultations, ADR processes, etc. which may be attended by employees, union representatives and/or managers. It is necessary to obtain comprehensive information in order to formulate suitable recommendations based on all information sources.

Active listening skills are required to understand, identify and interpret underlying issues and problems in information being presented orally over the telephone or in person. Active listening skills are also required when conducting grievance hearings to fully understand, to re-state and to record the position and arguments put forth by bargaining agent representatives and employees, during ADR processes to understand and identify mutual interests from all of the information presented by the parties; and when delivering training sessions. Information and problems are frequently not communicated clearly or well understood by HR Advisors, managers, union representatives and/or employees.

Reading skills are required to read and assimilate a variety of documents such as reports, policy documents, collective agreements, adjudication decisions, legal opinions, complaints, grievances, jurisprudence etc. to determine their relevance to build cases. The ability to interpret and understand the implicit component of such documents is required to determine their relevance to cases. These documents that are often complex and/or not clearly written.

Communication Out:

Verbal skills are necessary to explain and interpret policies and procedures, obtain information, clarify union positions at grievance hearings and consultations, summarize and restate facts, and recommend the Department's position to senior managers. Communications often take place in climates characterized by distrust and disagreement. Participants may be angry, uncooperative and not communicating clearly. Verbal communication skills are applied to diffuse tensions and elicit accurate information.

Verbal skills are required to explain, clarify, adapt and defend management decisions to employees and union representatives, often when views are strongly expressed and conflicting.

Verbal skills are required to consult with senior managers and HR Advisors where information may not be clear or available to make recommendations, to present arguments, and to persuade them to make decisions that they may not agree with (settlements, discipline; grievances, complaints, interpretation of collective agreements, etc.). The subject matter is frequently complex.

Verbal skills are required to deliver presentations and training, often to audiences with limited knowledge or understanding of LR matters.

Negotiation skills are needed throughout ADR processes to communicate information and perceptions in a manner which is clear, succinct, respectful and non-judgmental for the purpose of arriving at "win-win" settlements.

Verbal skills are necessary to present oral arguments to defend the Department's position as a member of collective bargaining teams. This requires adapting and conveying information to people who do not understand the operations of the Department.

Verbal skills are needed to present arguments, to conduct examinations and to respond to cross examination during Public Service Labour Relations Board hearings, during Public Service Commission fact-finding interviews and hearings, at National Joint Council grievance hearings, and during court proceedings. Witnesses appearing before the Public Service Labour Relations Board may be uncooperative.

Negotiating skills are required to determine costs and specifications for LMR contracts (special initiatives, mediation, investigations).

Writing skills are required to draft précis, interpret policies, procedures and collective agreements as well as prepare reports and briefing notes for clients. These documents have to be adapted to be understood by non experts.

Writing skills are required to synthesize legal documents, jurisprudence, reports and facts; to present arguments in briefing notes, investigations reports, grievance replies; and to prepare the departmental position for Senior Management, Assistant Deputy Ministers (ADM's), Assistant Deputy Attorney Generals (ADAG's), Associate Deputy Ministers and the Deputy Minister or a

third party (Public Service Labour Relations Board, Canadian Human Rights Commission, National Joint Council).

#### **(10) Motor and Sensory Skills**

Dexterity is required to use a computer keyboard and mouse to produce reports and correspondence. Coordination and dexterity are required when making presentations to clients or presenting information during training sessions while using visual aids.

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#### *Effort*

#### **(11) Intellectual Effort**

Intellectual effort is used to develop proposals, recommendations and options to resolve LR issues referred by regional and headquarters HR Advisors and managers. Issues range from straightforward interpretation to the development, recommendation and implementation of new departmental positions which require in depth review of relevant legislation, regulations, jurisprudence, policies, procedures and practices. The difficulty resides in analyzing individual cases on their own merits and assessing and identifying appropriate measures to be undertaken to meet operational objectives and maintain the integrity of established policy or legislative frameworks. Recommendations are usually made under pressure from clients for quick solutions and in stressful/conflict situations.

Intellectual effort is required to review grievance files and related contextual information to analyze, synthesize and determine relevant material for précis for Senior Managers, Assistant Deputy Ministers (ADM's), Assistant Deputy Attorney Generals (ADAG's), Associate Deputy Ministers and the Deputy Minister in preparation for grievance presentations at all level of hearings. This work requires thorough analysis and synthesis of existing and new information from a variety of oral and written sources. Such information may be complex, contentious and reflect contradictory interests. Information must be synthesized, analyzed, adapted and presented to reflect the corporate interests of the Department in view of the potential to set precedents. Information must be provided within collective agreement time frames.

The design of LR policies, procedures, guidelines, as well as new information and management tools to improve service standards requires intellectual effort to think creatively and strategically to reflect the changing needs and culture of the Department (e.g. electronic framework for collective bargaining updates, strike planning, preparedness and reporting). Effort is increased due to the number of stakeholders, complexity of information and resistance to changes in HR management from clients and employees.

Intellectual effort is required to develop strategies and frameworks for innovative labour management consultation. The difficulty resides in promoting partnerships and collaborations among stakeholders nationally. This requires balancing the interests of five bargaining agents whose interests may diverge nationally with the interests of the Department's senior managers whose interests may also differ at regional, sectoral portfolio and national levels.

The identification of lines of questioning requires intellectual effort to prepare witnesses for examination and cross-examination at adjudication hearings and Public Service Commission fact-finding hearings, sometimes with no time for reflection or verification.

Intellectual effort is necessary to assess, assimilate and analyze new information received during grievance hearings and ADR processes to ask questions to obtain additional information and to seek consensus when viewpoints are divergent and appear irreconcilable, with no time for reflection or verification.

Intellectual effort is needed to conduct management investigations and to prepare reports including analysis, findings and recommendations. This involves collecting and synthesizing information obtained through research which includes a review of the pertinent documentation as well as interviews with parties and witnesses; identifying key issues and facts from all data collected during the investigation; conducting a thorough analysis of the facts; and drawing logical substantiated conclusions. Reports are prepared for management or all of the parties depending on the matter under investigation. Reports may be subject to challenge through the grievance procedure, by the Public Service Labour Relations Board, the Canadian Human Rights Commission and the Courts.

Intellectual effort is required to prepare reports to put forward the departmental position on cases. This work involves reviewing, analyzing and, researching jurisprudence to determine the employer's position and develop arguments to be presented to the Public Service Labour Relations Board, the compliance with their respective third party process.

Intellectual effort is needed to conduct risk assessments in order to develop appropriate recommendations to HR Advisors and senior management on contentious cases with corporate implications and the potential to establish departmental precedents.

Managing contractors hired to conduct investigations on behalf of the Department requires intellectual effort in reviewing and analyzing information and problems presented and in providing feedback and direction to ensure that reports submitted (which contain analysis, findings, conclusions, and recommendations) reflect thoroughness, fairness, a lack of bias, respect for the principles of due process and natural justice and sensitivity to organizational contexts and cultures.

## **(12) Sustained Attention**

Sustained attention is required during ADR processes to listen and obtain information to develop consensus and negotiate the resolution of conflicts among parties. A lapse in attention could jeopardize a settlement. ADR processes have a duration of one half day to three days and occur monthly.

Sustained attention is required when giving training or presentations to determine the level of understanding and to respond appropriately to questions. Training may have a duration of one half to two days and may occur quarterly.

Sustained attention is required when appearing as a witness or departmental representative at National Joint Council grievance hearings, Public Service Labour Relations Board adjudication hearings and court proceedings pursuant to grievances and complaints and legal action filed by employees. Attention to detail is required in order to obtain new information to present the Department's position and to respond to questions through examination. A lapse in attention could result in facts being misunderstood or missed which would impact on the fairness of the decision reached. Hearings have a duration of one half day to three days.

Sustained attention is required during grievance hearings to listen to facts and arguments presented and to obtain and accurately record information obtained through questioning. This information will be used to make final and binding decisions which may be subject to third party review. Hearings have a duration of up to two hours and occur monthly. Concentration and attention to detail is required. A lapse in sustained attention could jeopardize the resolution of a conflict or the defense of the departmental position. There are various interruptions and movements of people during these processes and hearings.

Sustained attention is required during fact finding interviews relating to management and harassment investigations in order to obtain and accurately record information obtained through questioning. A lapse in attention could result in an error that would compromise the validity of the analysis, findings, conclusions and recommendations presented in the investigation report. Information obtained may be subject to challenge through the grievance procedure and by third parties. Fact-finding interviews have a duration of one to two hours and occur, on average, monthly.

Sustained attention is required during collective bargaining negotiations to ensure that information is recorded accurately; that accurate feedback is provided to the TBS negotiator and that the Department's interests are effectively represented at the bargaining table. A lapse in sustained attention could compromise the ability to obtain an agreement. Adverse settlements have significant cost implications for the Department and the public service. Negotiations occur bi-annually and, on average, have a total duration of fifteen to twenty days. Individual sessions have a duration of up to three hours.

### **(13) Psychological/Emotional Effort**

Remains calm when dealing with clients (senior managers, unions, HR Advisors, employees, and parties in conflict) who are irate, stressed and/or frustrated in work environments, and when dealing with priorities that are constantly changing with little control on the duration and frequency of the request for advice on the telephone or in person.

Remains calm when presenting positions which are contrary to one's own values and beliefs during ADR processes, grievance hearings and during meetings with clients.

Remains calm when eliciting information from clients, parties in conflict, and participants in grievance hearings, and during other formal and information meetings and consultations.

Remains calm and neutral in balancing interests of parties in conflict to obtain solutions that are mutually beneficial to the parties and which reflect the corporate interest of the Department.

Remains calm and professional when advising clients of adverse decisions and their consequences.

Remains calm when presenting the Department's position or responding to questions during third party review processes (Public Service Labour Relations Board, National Joint Council, Court proceedings). Such settings are usually confrontational.

Remains calm when participating in mediation, management and harassment investigations. Interventions are required to guide participants and diffuse tensions to obtain useful information and results.

#### **(14) Physical Effort**

Requires sitting in front of a computer for extended periods of time.

Participating in third party hearings requires carrying heavy brief cases and materials to and from locations and sitting all day.

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#### *Working conditions*

#### **(15) Work Environment**

##### **A. Psychological Work Environment:**

Mediation, negotiation and advisory duties involve frequent daily exposure to complaints and criticisms, dealing with angry, distressed or confrontational people, conflicting work priorities, deadlines, interruptions, strained relationships, multiple demands and lack of control over the pace of work.

##### **B. Physical Work Environment:**

Reviewing documents, preparing correspondence, memoranda and reports and attending meetings on a daily basis involves exposure to sitting for the vast majority of the work day.

Open office environment with peers or client interruptions and noise distraction.

#### **(16) Risk to Health**

Frequent daily exposure to multiple demands, interruptions, dealing with upset and confrontational people and controversial issues, deadlines and lack of control over the pace of work may result in stress related symptoms.

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Sitting for prolonged periods using fingers and wrists to operate a keyboard and exposure to the glare from a computer screen may cause muscular pain, stiffness and eye strain.



## WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

Position Number – Numéro du poste 20224	Position Title – Titre du poste Senior Labour Relations Advisor <i>Centre of Expertise</i>
Job Generic Number – Numéro d'emploi générique GNPE044001	Position Classification – Classification d'emploi PE-04
National Occupation Classification – Classification nationale des professions 1121 – Human Resources Specialists	Geographic Location – Lieu géographique Does not apply to regional structure
Department/Agency – Ministère/Organisme JUSTICE	Organizational Component – Composante organisationnelle Centre of Expertise Work Stream
Effective Date – Date d'entrée en vigueur	Other – Autre
Supervisor Position Number – Numéro du poste du surveillant 8570	Supervisor Position Title – Titre du poste du surveillant Chief, Labour Relations
Supervisor Job Number – Numéro d'emploi du surveillant	Supervisor Classification – Classification du surveillant PE 05
Language Requirements – Exigences linguistiques Bilingual	Linguistic Profile – Profil linguistique BBB/BBB
Communication Requirements – Exigences en matière de communication	
Office Code – Code de bureau	Security Requirements – Exigences en matière de sécurité Reliability

## ORGANIZATIONAL CONTEXT

### Work Stream and Location

- Valid in the centre of expertise work stream.
- Valid in a department's or agency's national headquarters, which can be located outside the National Capital Region.
- Not valid in a regional structure.
- In extra-large and large departments and agencies, this generic job works in one HR discipline for a specific client population (e.g., resourcing for executives (EXs)).
- In medium-sized and small departments and agencies, where HR services are often grouped together, this generic job may work in more than one HR discipline. The number of disciplines will depend on HR issues specific to a department's or agency's mandate (e.g., the nature of the department's or agency's work, the complexity of the client population, the labour relations culture, and shift work).

### Reporting Structure

- Reports directly to an unrepresented position that:
  - Is responsible for corporate program activity in the assigned HR disciplines (e.g., a position in the HR branch, the corporate services branch, or the shared services branch); and
  - Is classified as one of these generic jobs: PE-06 Director, Centre of Expertise, or PE-05 Manager, Centre of Expertise.
- The work relates to one or more HR disciplines.

### Client Service Results - Résultats axés sur le service à la clientèle

Development of human resources (HR) policies or programs and the delivery of centralized client services for the department or agency within a centre of expertise (COE) for one HR discipline. Advice and guidance to departmental or agency management and HR practitioners.

## **Key Activities - Activités principales**

Plans and organizes the delivery of departmental or agency HR operational services and advice, and the development of policies or programs and related tools and instruments; delivers client services; and investigates and resolves recurring trends and complex files for recourse actions.

Conducts research and analysis on trends, practices and strategic directions; interprets and analyzes legislative and policy frameworks, practices and issues; monitors and evaluates policy or program implementation; proposes policy or program improvements; develops business and operational strategies; and plans the implementation or delivery of HR initiatives and services to meet client and departmental or agency objectives.

Provides strategic advice to departmental or agency management and advises on the selection, implementation and management of HR strategies; consults with colleagues in other disciplines within the department or agency, with HR practitioners in central agencies, other government departments or the private sector (e.g. consultants); and participates in interdepartmental committees.

Leads ad hoc project teams, components of project teams and working groups planning and coordinating the implementation of departmental or agency or central agency-led initiatives.

Develops comprehensive analyses, briefings, discussion papers, communications materials, plans, reports and business cases.

Develops or oversees the development of learning strategies, and designs, adapts, delivers or coordinates the implementation of departmental or agency training and information sessions.

## **Skill - Habilétés**

Knowledge of and skill in the application of HR management theory, principles, values, best practices, concepts and techniques; communications and problem-solving skills, strategies, practices and related concepts; adult learning mechanisms and techniques, course organization and presentation; testing, feedback and follow-up; and research, analysis and writing are required in order to act as a subject matter expert for an assigned HR discipline and to conduct research and analysis; make recommendations on and production and implementation of deliverables for significant elements of HRM policy and program development for a department or agency; develop, deliver and monitor discipline-specific HR client services and policies or programs; advise on the resolution of complex files; develop communications, marketing and learning strategies; design, deliver or evaluate training and information sessions; and develop business cases, briefings and reports consistent with central agency requirements.

Knowledge of and skill in the application of legislation, regulations, policy frameworks, business processes and practices within the assigned HR discipline, and the overarching legislative and policy framework for overall HR management and services in the public service are required to interpret and apply the underlying intent in determining precedents, developing client options, and delivering expert advisory services on legislative and policy issues and trends.

Knowledge of departmental or agency activities and objectives, including its culture, mandate, corporate priorities and business plans, is needed to provide subject matter expertise, advice and problem solving that contributes to the business results of the department; advise clients on strategic options; monitor and evaluate client services and departmental or agency performance and compliance; and identify issues for resolution and follow-up on actions pertaining to them.

Knowledge of administrative principles and practices applicable to project management and teamwork; policy or program design, development, implementation, analysis and monitoring, and interpersonal skills are required to lead ad hoc teams, negotiate and resolve HR issues, and establish information exchange networks with various stakeholder organizations in order to anticipate or resolve problems.

### **Effort - Efforts**

Effort is required to lead ad hoc teams engaged in developing or delivering HR projects, policies or programs, strategies and plans. Independent thinking is required to determine the work that needs to be undertaken and in the creation and production of deliverables. This includes the following: consulting with HR colleagues and professionals within government or the private sector to keep knowledge of trends and emerging issues up to date and solicit opinions; understanding the HR discipline and operational issues within the broader legislative, policy and service delivery context; developing and promoting sections of HR management and organizational development strategies, guidelines, procedures and policies or programs in response to needs analysis, and monitoring their effectiveness and ongoing compliance with legislation and central agency directives. Effort is also required when leading or conducting research on issues and practices impacting on organizational or policy direction; developing project plans, briefings and reports; and when coaching HR practitioners, based on the application of a depth of knowledge and understanding of relevant legislation, and related documents and practices in the assigned HR discipline. Good judgment and initiative are required in the application of research, analysis and problem-solving skills. Consultation and communication skills are needed to be able to identify the focus and scope of project objectives, and to analyze, evaluate and present departmental or agency-specific solutions within limited time frames.

Effort, good judgment and initiative are also required to plan and organize the delivery of these client services in the assigned HR discipline: advisory, analytical, consultative and quality assurance. This includes the following: consulting with and advising clients; performing operational diagnoses; searching for precedents and establishing relativities; working with clients in the selection, implementation and evaluation of HR strategies; analyzing and resolving problems and recurring issues; identifying the need for training and information sessions, and leading their development, delivery and evaluation; and evaluating service delivery against client needs and best practices in the HR community to ensure delivery requirements are met. The application of HR knowledge and understanding of theoretical and applied concepts embodied within relevant legislation and practices are required to innovate and respond creatively to client requests that do not conform to existing policies, procedures and guidelines; to identify policy or program improvements; and to balance brevity and thoroughness in order to meet the needs, time availability and interest of the clients. Independent thinking is required for the development and provision of advice; the conduct of research and analysis; the formulation of recommendations and options; and in the resolution of issues that do not impact on the objectives, priorities or time frames defined by the supervisor.

### **Responsibility - Responsabilités**

Decisions and recommendations are made as a subject matter expert and project lead working within a project framework or service delivery structure, providing services, advice and guidance to clients and other HR practitioners. Recommendations and courses of action influence decisions by HR senior management about the content of HR policies, directives, governance, standards, business processes, business rules and systems, and the future directions of operational services in the assigned HR discipline. Concerning the HR discipline(s) involved, actions and recommendations modify the content of HR policy and program deliverables or significantly influence the development of new and modified HR policy and program reviews directed at federal public service departments and agencies. Shares accountability for precedents created by decisions made by managers in the client population because the work requires subject matter expert advice and recommendations made to managers on courses of action to take.

Responsible for decisions and recommendations that influence the timeliness and effectiveness of client service delivery, policies or programs and the response to service-wide issues within the HR discipline and that impact on the

HR management of the departmental or agency workforce. Contributes to the development and implementation of departmental or agency projects and initiatives, and the future focus of the departmental or agency's HR management framework through participation on project teams and working groups.

Leads ad hoc project teams or working groups engaged in various aspects of HR research projects; develops work plans; assigns and coordinates work; develops and adjusts work practices and procedures; and monitors work to ensure quality and timeliness.

Acts as a coach or tutor to other HR practitioners, providing program or policy guidance, and recommending training and career development options.

## **Working Conditions - Conditions de travail**

### **Physical**

Work is performed in a standard office environment where all occupational health and safety standards are met. Travel may be required.

### **Psychological**

Exposure to difficult or confrontational situations in consulting with frustrated clients and allaying the concerns of managers and employees as a project lead responsible for multiple, concurrent activities; when providing advice as subject matter expert; and in negotiating and resolving complex issues under tight time constraints.

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#### **Employee's Statement – Déclaration de l'employé**

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I have been given the opportunity to read and comment on the content of this work description.  
J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Employee's Name – Nom de l'employé

Signature

Date

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#### **Supervisor's Statement – Déclaration du surveillant**

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This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Supervisor's Name – Nom du surveillant

Supervisor's Signature – Signature du surveillant

Date

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#### **Manager's Authorization – Autorisation du gestionnaire**

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This work description accurately describes the work assigned to this position.  
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Manager's Name – Nom du gestionnaire

*C. hanham bocel*  
Manager's Signature – Signature du gestionnaire

30/5/2014  
Date